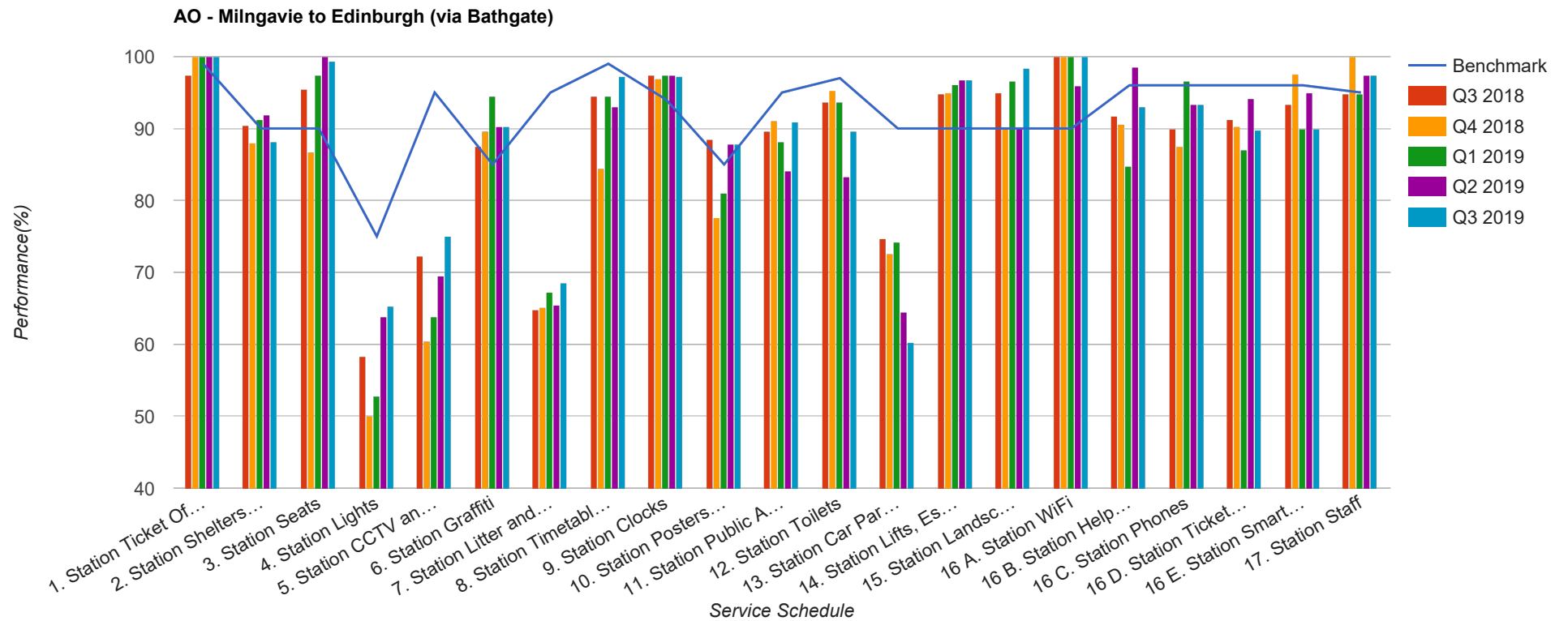


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	97.44	100	100	100	100
2. Station Shelters and Waiting Areas	90	90.42	87.93	91.19	91.95	88.12
3. Station Seats	90	95.42	86.76	97.39	100	99.35
4. Station Lights	75	58.33	50	52.78	63.89	65.28
5. Station CCTV and Security	95	72.22	60.42	63.89	69.44	75
6. Station Graffiti	85	87.5	89.58	94.44	90.28	90.28
7. Station Litter and Contamination	95	64.78	65.09	67.3	65.41	68.55
8. Station Timetables and Information	99	94.44	84.38	94.44	93.06	97.22
9. Station Clocks	94	97.33	97	97.33	97.33	97.3
10. Station Posters and Signage	85	88.44	77.55	80.95	87.76	87.76
11. Station Public Announcement and Customer Information Systems	95	89.58	91.15	88.19	84.03	90.97
12. Station Toilets	97	93.75	95.31	93.75	83.33	89.58
13. Station Car Parks and Cycle Facilities	90	74.73	72.58	74.19	64.52	60.22
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.77	95.05	96.03	96.73	96.73
15. Station Landscaping and Vegetation	90	95	90	96.67	90	98.33
16 A. Station WiFi	90	100	100	100	96	100
16 B. Station Help Points	96	91.67	90.63	84.72	98.61	93.06
16 C. Station Phones	96	90	87.5	96.67	93.33	93.33
16 D. Station Ticket Machines	96	91.3	90.22	86.96	94.2	89.86
16 E. Station Smartcard Readers	96	93.33	97.5	90	95	90
17. Station Staff	95	94.87	100	94.87	97.44	97.44